ABA

A N D E R S O N   B R U L É   A R C H I T E C T S
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SUNNYVALE CIVIC CENTER MODERNIZATION
Core Team Meeting 2
Agenda

MEETING DATE:	**April 14, 2015**	**REGARDING:**	**Meeting Agenda**
MEETING TIME:	**4:00 – 5:30 pm**	ABA PROJECT #:	14-1201-1
LOCATION:	**City Hall Main Lobby Conference Room**		

ATTENDEES: Pamela Anderson-Brulé, *ABA*   Tara Martin-Milius, *Vice Mayor*
Kate Rivard, *ABA*   Jim Davis, *Council Member*
Glenn Hendricks, *Council Member*
City Manager, *Deanna Santana*
Robert Walker, *Assistant City Manager*
Kent Steffens, *Assistant City Manager*
Lisa Rosenblum, *Library and Community Services Director*
Jennifer Garnett, *Communications Officer*

CONTEXT: We have gathered input from the Community and Council on Vision and Success Criteria and are now preparing to review the key findings and gather further input on community needs.

PURPOSE: The purpose of this meeting is to:
- Review Community and Council input for vision and success criteria
- To prepare for the Community Workshop focused on needs assessment

INTENDED RESULTS:
- Develop a shared understanding of key findings from Community & Council input
- Direction to prepare for the Community Workshop

AGENDA ITEMS

I.   Introduction / Agenda Review

II.   Review Community & Council Input

III.   Discuss Community Workshop Format & Content

IV.   Discuss Meeting Schedule
  1.   Core Team Meeting #5
    a)   Tuesday, June 2nd 4:00 - 5:30 pm
    b)   Wednesday, June 3rd 4:00 - 5:30 pm
  2.   Core Team Meeting #6
    a)   Monday, June 29th 4:00 - 5:30 pm
    b)   Tuesday, June 30th 4:00 - 5:30 pm
  3.   Core Team Meeting #7
    a)   Tuesday, July 21 4:00 - 5:30 pm
    b)   Wednesday, July 22 4:00 - 5:30 pm
    c)   Thursday, July 23 4:00 - 5:30 pm

V.   Conclusion
  A.   Next Steps
    1.   Core Team Meeting #3 – Wed. April 22, 4:00 - 5:30 pm, West Conf. Room
    2.   Core Team Meeting #4 – Mon. May 4, 4:00 - 5:30 pm, West Conf. Room

    B.   Action Items
    C.   Feedback

Sunnyvale Civic Center Modernization
Phase A.1-Vision & Success Criteria
Core Team Meeting #2

April 14, 2015

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Introduction & Agenda Review

Context

Purpose

Intended Results

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Context, Purpose, & Intended Results

Context :

We have gathered input from the Community and Council on Vision and Success Criteria and are now preparing to review the key findings and gather further input on community needs.

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Context, Purpose, & Intended Results

The Purpose of this Meeting is to:
- Review Community and Council input for Vision and Success Criteria interviews & focus group meetings

- To prepare for the Community Workshop focused on needs assessment

The Intended Results for this Meeting Are:
- Develop a shared understanding of key findings from Community & Council input

- Direction to prepare for the Community Workshop

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Agenda

- Introduction / Agenda Review
- Review Community & Council Input
- Discuss Community Workshop Format & Content
- Discuss Meeting Schedule
- Conclusion

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Process Overview

Process Schedule & Map

Summary of Community Outreach

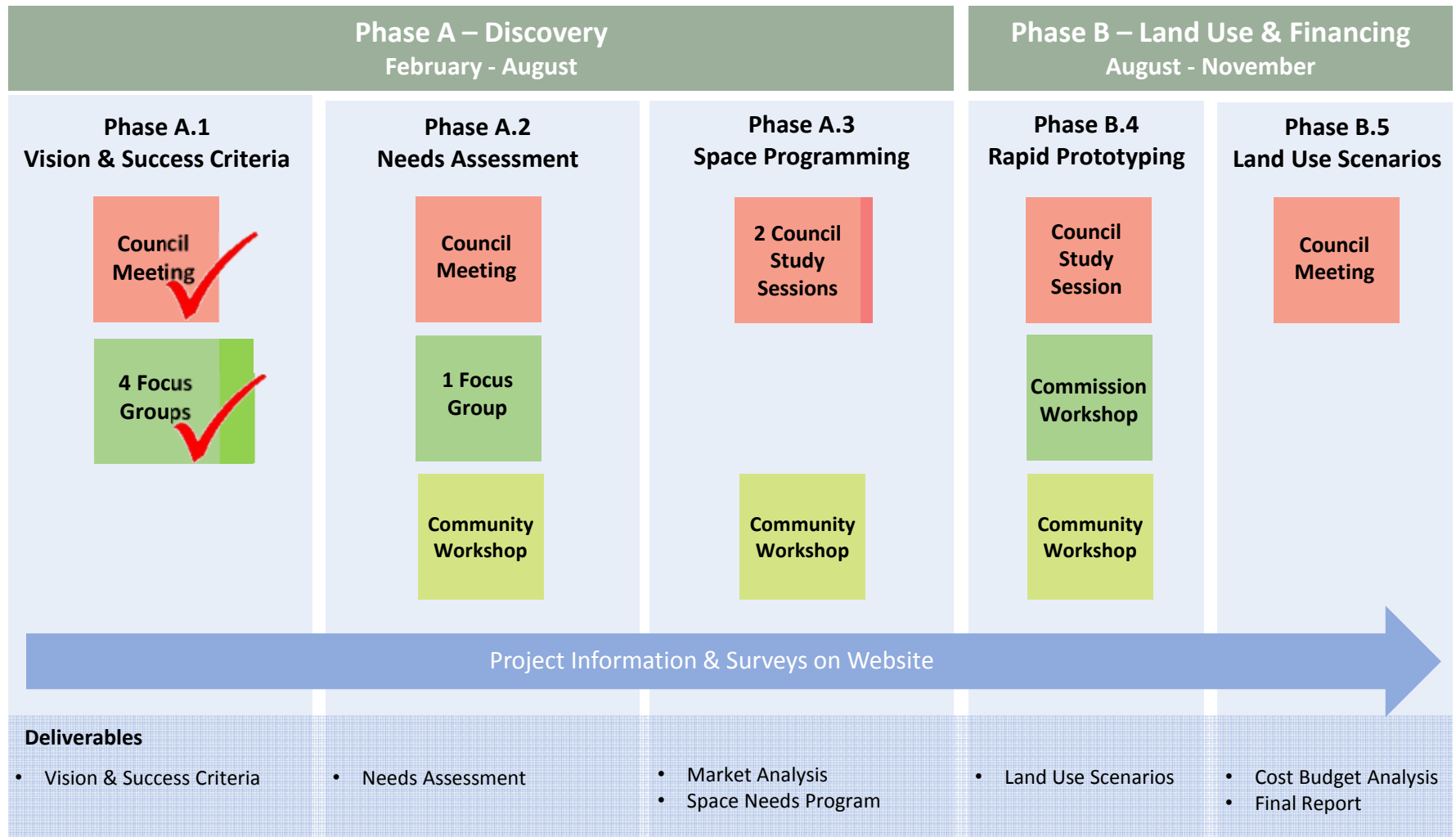Goals of Community Outreach

Civic Center Map

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Project Schedule & Process Map

- **Phase A – Discovery** (February – August)
  - Phase A.1 - Vision & Success Criteria
  - Phase A.2 - Needs Assessment
  - Phase A.3 – Programming *(Space Needs)*

- **Phase B – Land Use & Financing** (August – November)
  - Phase B.4 – Rapid Prototyping *(Big-Picture, Quick, Site Planning)*
  - Phase B.5 – Land Use Scenarios

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Process Map – Summary of Community Outreach

Phase A – Discovery			Phase B – Land Use & Financing	
February - August			August - November	
Phase A.1 Vision & Success Criteria	Phase A.2 Needs Assessment	Phase A.3 Space Programming	Phase B.4 Rapid Prototyping	Phase B.5 Land Use Scenarios
Council Meeting ✓	Council Meeting	2 Council Study Sessions	Council Study Session	Council Meeting
4 Focus Groups ✓	1 Focus Group		Commission Workshop	
	Community Workshop	Community Workshop	Community Workshop	

Project Information & Surveys on Website →

Deliverables

• Vision & Success Criteria	• Needs Assessment	• Market Analysis • Space Needs Program	• Land Use Scenarios	• Cost Budget Analysis • Final Report

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Community & Council Input

Who did we hear from?

- Council

- Community Focus Groups
  - Community Gardeners +
  - Civic Center Neighborhoods
  - Community Leaders
  - Business Community

- Interest List

- Open City Hall

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Key Input & Findings – Community Outreach Groups

Critical Issues

- **Balanced Growth**
  - Resolve plans for development along El Camino
  - Ensure development plans recognize and mitigate impacts on community infrastructure

- **Green Space**
  - Preserve green space
  - Create sustainable landscapes

- **Community Building**
  - Need for cultural resources

- **Finances**
  - Ensure affordability
  - Consider life-cycle costs

- **Housing**
  - Consider community housing issues

- **Services to the Community**
  - Ensure delivery of high quality services
  - Improve key adjacencies
  - Allow for future unknowns
  - Need to determine best site for Public Safety and understand service impacts

- **Community Economic Development**
  - Promote local business

- **Aesthetics**
  - Don't over build the site

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Key Input & Findings – Community Outreach Groups

Working Well

- **Ambiance/Scale**
  - Small town/home town feel

- **Aesthetics**
  - Greenery and Trees

- **Community Services**
  - One stop permit

- **Accessibility**
  - Parking and access

Currently Inaccessible

- **Cultural Resources**
  - Need More Arts

- **Community Space**
  - Offer a variety of spaces for community use

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Key Input & Findings – Community Outreach Groups

Vision

- **Library**
  - Do not undersize, openness

- **Community Resources**
  - Multipurpose exterior space
  - Meeting Space

- **Green Space**
  - Ample and Usable Green/Open Space

- **Sustainability**
  - LEED
  - Water-conserving landscape

- **Aesthetics**
  - Small Town / Home Town feel
  - Openness

- **Identity**
  - Integration of Sunnyvale Identities
  - A Place / A Destination

- **Funding**
  - Concern about Public/Private Partnership

- **Organization and Design**
  - Improve location design and wayfinding

- **Access**
  - Near Public Transit

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Key Input & Findings – Community Outreach Groups

<u>Positive Impacts</u>

- Sustainability
  - California Native Landscaping
  - Educational Opportunity

- Community Building
  - Cultural Resources
  - Public Facilities

- Partnership
  - Foothill Collaborations
  - Technology Partnerships
  - Innovation Space

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Key Input & Findings – Community Outreach Groups

Success Criteria – Land Use

- **Aesthetics**
  - Don't over build the site
  - Openness
- **Project Delivery**
  - Phased
- **Function**
  - Usable and Used
  - Promotes the delivery of services

Success Criteria – Financial

- **Financial Management**
  - Resolve short-term vs long-term asset management strategy (Public vs Public-Private)
  - Include long-term costs in project decisions (life-cycle costing, fund operations, reserves)
  - Retain long-term control
  - Management for Follow-through and Project Completion

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Council Input

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Key Input & Findings – Council Interviews

- **Need to Act**
  - We have to do something. Status Quo is not viable.
  - We need to actually do something

- **Services to the Community - Quality and Delivery**
  - Need to address how the City provides services.
  - Improve/modernize work space
  - Short-term and Long-term flexibility regarding City workspace needs

- **Program Needs and Priorities**
  - How big is it? What does it need to do?
  - What does each "building" actually need?
  - Understanding program and cost trade-offs
  - Understanding operating costs implications – Include sustainable/energy saving ideas
  - Improve the Library

- **Community Support**
  - Be sure we have a coherent story the describes program and funding relationships
  - Desire to listen to community opinion
  - Create distinctive place

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Key Input & Findings – Council Interviews

- **Key Stakeholders**
  - Users of Services
    - Community Services
    - Library Users
    - City Services
  - Reach out to everyone
  - The General Community is the stakeholder
  - Residents, tax payers and voters
  - Everyone in the City is a stakeholder
  - Ordinary residents
  - Absentee business and landowners should also have a voice – they have interests
  - Neighbors
  - Silicon Valley business leaders
  - Council
  - Employees
  - Community Gardeners are stakeholders because of the location
  - Public safety experts
  - Parents of small children
  - Identify the underserved
  - Under-represented/non-participatory groups

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Key Input & Findings – Council Interviews

Most Critical Issues

- **Functional Program**
  - Amounts and types of space
  - Support Synergy between spaces and collaboration
  - Comprehensive – Space for City Services and Community Resources

- **Emergency Preparedness**
  - Need adequate space for emergency response command center

- **Balanced Growth**
  - Sustainable growth – Water concerns
  - Balance of Housing, Jobs, Traffic and Schools
  - Traffic Impacts and Public Transit

- **Green Space**
  - Natural Open Space (not just balconies)

- **Library**
  - A library the meets the needs of the community

- **Housing**
  - Affordable Housing

- **Community Building**
  - Plenty of space for the community to enjoy
  - Recreational Space for youths
  - Connected to downtown
  - Listen to the entire community
  - Obey the residents

- **Services to the Community**
  - The business of the City has to get done. Needs to provide a safe environment for people to work
  - Rational management of city government
  - Supports collaboration
  - Public safety programs
  - Consider trends in services and service delivery (outsourcing)

- **Finances**
  - Awareness of long-term finances – 20-year budget
  - Prioritize funding – not earmarking

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Desired Elements

- **Open Space**
  - Community wants open space – what does it mean? What are the trade-offs?
  - A beautiful space with open space and useable outdoor (eating) areas
  - Maintain green space
  - Outdoor gathering spaces
  - Keep community garden
  - A model for green aspects

- **Functional Program**
  - A walking course around the complex
  - Works for staff as well as public
  - Everything we currently do is needed
  - Much better offices for staff
  - Community and group meeting space
  - A place where people want to come to work
  - More for community than just a place to do city business

- **Core Values**
  - Environmentally Sound
  - Technologically Advanced

- **Aesthetics**
  - A model for sustainable/green design

- **Library**
  - Expanded and near civic center
  - Keep it at the civic center
  - A library that meets the needs of the community
  - Community meeting space
  - More space for children

- **Services**
  - Seeking community input on the need for youth programs
  - Space for teens
  - Could consider moving Public Safety
  - Good to have administration centrally located
  - Well organized city services
  - May not be a good site for homeless shelter

- **Accessibility**
  - Confirm site options – what is the value of all services on the site?
  - Access to public transit
  - Include Bike share programs
  - Program and design encourages people to seek help when they need it

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Key Input & Findings – Council Interviews

Vision – Future Civic Center

- **Community Resources**
  - Wary of including a business that has to be run (e.g. Performing Arts Center)
  - High density senior housing

- **Green Space**
  - Priority: As Much Open Space As Possible
  - Lots of greenery and open space
  - Garden terraces

- **Aesthetics**
  - Striking Visual Appearance – Balanced With Usability
  - A welcoming single point of entry
  - People want to come there
  - A bridge between El Camino and Downtown

- **Identity**
  - Iconic design

- **Funding**
  - Preserves long-term assets (land) is possible

- **Community Services**
  - Improved Service Levels
  - Priority: Significant Workspace for staff to collaborate
  - Modernized city services
  - People want to help you
  - Positive impact on community
  - One-stop permitting

- **Organization and Design**
  - Improved Working Conditions
  - Designed for the future – Don't short-change the long-term needs
  - Works for staff and the public
  - High bandwidth

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Key Input & Findings – Council Interviews

Positive Impacts

- Functionality
  - User friendly for staff
  - Serves entire community – including youths
- Community Building
  - Meets the needs of the community
  - Keep Public Safety AC1
  - Create a sense of identity
  - Public Outreach is important

On-site Inaccessible

- Comprehensive City Services
  - All City Government together
  - Promotes collaboration

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AC1   Need to review notes and how they align to the topic. Is the comment about keeping public safety at the site - currently there are many community programs offered on site
Amy Crawford, 4/21/2015

Community Workshop

Structure & Format

Content & Topics by Section

Structure & Format

- Tours
  9-10:45 am

- Opening Introduction
  5 min
  - Pair & Share
    10 min

- Topic Stations
  11:00 – 11:45
  - Science Fair Format
  - 4 Topic Stations
  - 1 page surveys?
  - 10 min rotations

- Key Findings
  10 min

- Closing
  5 min

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Tours

- Led by City Staff

- Departure Meet-up Station

- Display Information in Entry (prior to departure)
  - Facility History
  - Photos of Facility Issues
  - List Key Operational Issues
  - Site Map
  - Process Map

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Opening Introduction

- Welcome – By Whom?

- Brief Overview of Process

- Review Agenda

- Review Brief Summary of Community Input

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Pair & Share

- Warm-up activity – *Example Questions*
  - What will be the most important activities that you should be able to have/do when the Civic Center Modernization is complete?
  - What are key exterior spaces that you would like be able to use and for what purpose?
  - What was your key insight or learning from the tour?

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Topic Stations

- Vision & Success Criteria
- City Hall & Public Safety
- Library & Community Services
- Land Use & Exterior Program

Vision & Success Criteria

- Content
  - Previously Gathered Input
    - Common Themes
    - Needs
    - Success Criteria

- Questions - *Example Questions*
  - What are key words that would describe success for a future Civic Center for Sunnyvale?
  - What positive impacts would you like a Civic Center Modernization to have on the community?
  - What are key criteria that you would use to define a financially responsible plan?

- Engagement
  - Add dots by previously gathered input you agree (disagree?) with

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City Hall & Public Safety

- Content
  - Key Service Issues
  - Existing Conditions Photos
  - Department Service Visions

- Questions - *Example Questions*
  - What do you appreciate about the services you receive? What is working well?
  - What positive impacts would you like City Hall to have on the community?
  - What positive impacts would you like Public Safety to have on the community?
  - What would you like to be able to do or have access to at City Hall and/or Public Safety, but currently cannot?
  - Do you have any concerns associated with the planning of a new City Hall and Public Safety building?

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Library & Community Services

- Content
  - Library Trends
  - Key Library Statistics & Benchmarks

- Questions - *Example Questions*
  - What do you appreciate about the services you receive? What is working well?
  - What key words that describe your vision for a future Library for Sunnyvale?
  - What positive impacts would you like the Library to have on the community?
  - What would you like to be able to do or have access to at the Library, but currently cannot?
  - What is the most important improvement needed for the Library?
  - One alternate under consideration is moving the library to the community center, what do you think of this idea?

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Land Use & Exterior Program

- Content
  - Current Land Use Percentages (Parking, Building, Landscape)
- Questions - *Example Questions*
  - What land uses for the Civic Center do you believe would be most valuable to the community?
  - How do you envision yourself or your family using the Civic Center site?

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Key Findings

- Presentation of Key Findings by Facilitators from each Topic Station
- Additional Public Comment

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Closing

- **Next Steps**
  - Upcoming Meetings and Opportunities for Input

- **Stay in Contact**
  - Information on how to stay informed

- **Feedback**
  - Things that went well or could be improved about the workshop

ABA

Discuss Meeting Schedule

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Discuss Meeting Schedule

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Conclusion

- Next Steps
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- Action Items

- Feedback

ABA

Thank You

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SUNNYVALE CIVIC CENTER MODERNIZATION
Core Team Meeting 2

MEETING DATE:	**April 14, 2015**	**REGARDING:**	**Meeting Minutes**
MEETING TIME:	**4:00 – 5:30 pm**	ABA PROJECT #:	14-1201-1
LOCATION:	**City Hall Main Lobby Conference Room**		

ATTENDEES:

Pamela Anderson-Brulé, *ABA*
Kate Rivard, *ABA*

Tara Martin-Milius, *Vice Mayor*
Jim Davis, *Council Member*
Glenn Hendricks, *Council Member*
City Manager, *Deanna Santana*
Robert Walker, *Assistant City Manager*
Kent Steffens, *Assistant City Manager*
Lisa Rosenblum, *Library and Community Services Director*
Jennifer Garnett, *Communications Officer (not in attendance)*

CONTEXT: We have gathered input from the Community and Council on Vision and Success Criteria and are now preparing to review the key findings and gather further input on community needs.

PURPOSE: The purpose of this meeting is to:
- Review Community and Council input for vision and success criteria
- To prepare for the Community Workshop focused on needs assessment

INTENDED RESULTS:
- Develop a shared understanding of key findings from Community & Council input
- Direction to prepare for the Community Workshop

MEETING MINUTES

I. **Introduction / Agenda Review**
   A.   Process Outline

II. **Review Community & Council Input**
   A.   Who we heard from
   B.   Review Community Outreach Group Input
      1.   Critical Issues
         a)   Are these one off comments from the community?
         b)   The comments included here were shared by multiple people or groups.
         c)   Adjacencies are the need for different things to be near each other.
      2.   Working Well
      3.   Currently Inaccessible
         a)   What kind of art did the community mean? These comments were not really about craft activities. They were more about fine arts An example would be fine art such as: sculpture, an art gallery and/or a performing arts venue.
      4.   Vision
         a)   There is a need for better location and way-finding connections between facilities.
      5.   There is an acknowledgement that the public is coming to this process with past baggage and history. This can often include a desire not to change anything, an aversion to public private partnerships, etc. The goal is to move beyond previous experiences and have productive

Strategies, Architecture & Interiors

Anderson Brulé Architects Inc. 325 South First Street, 4th Floor San Jose, California 95113
Tel: 408 298 1885 Fax: 408 298 1887

conversations. The process at this point is about listening, then providing information for the community to react to. There will however be conflicting input such as:

    1)   Some people won't be happy with anything
    2)   Some people are on the edge of ideas and might shift their opinion when presented with new information for consideration

6. Positive Impacts
    a)   No Core Team Comment
7. Success Criteria for Land Use
    a)   No Core Team Comment
8. Success Criteria for Financial
    a)   No Core Team Comment

C. Review Council Input
  1. Top of Mind
    a)   Need to Act
    b)   Community Services Quality and Delivery
    c)   Programs Needs and Priorities
    d)   Community Support
  2. Key Stakeholders
  3. Most Critical Issues
  4. Desired Elements
    a)   What does keep community garden mean?
       1)   Some meant as an amenity in the community, some meant at the Civic Center Site, and others meant exactly where it is
    b)   **ACTION:** Revise "Community Services" to "Services for the Community" or something similar to avoid confusion with the Community Services Department.
D.

III. Discuss Community Workshop Format & Content
A. Structure and Format
B. Tours
  1. Multiple facilitated tours of facilities
  2. Review basic services and challenges to current facilities
  3. Handout with basic information
  4. Discussion
    a)   Tours
       1)   Will there be an opportunity for people to post comments from the tour? It might be best to gather any comments directly after each tour.
       2)   Will participants be able to fill out a survey?
       3)   Is there anything else going on at the same time as the tours?
       4)   Not big fan of tours
       5)   Could you save the tours for the end?
       6)   There was concern that the facilities won't show the same outside of normal business hours. Seeing them crowded with people has more impact.
       7)   It's important for community to have the opportunity to understand what the civic center is and see it for themselves.
       8)   Would want parallel opportunity for input during the tour
       9)   Stated preference to have the tours in the second part of the workshop and to get a raw reaction from the community.
       10)   Tour can handle about 15 people
       11)   City hall is definitely a longer tour
    b)   Input
       1)   More attendees will be looking to give input. There should be an effort to capture as much input as possible.
       2)   The attendees should have an opportunity to hear each other.
       3)   The goals for the workshop are to get an early read on what the community feels and gather input rather than education.

        4)   There is some desire to address how confused the community is about whether or not decisions have already been made. How is that being addressed?

        5)   Would like input on the success criteria and vision

        6)   Liked the fact sheets

        7)   Can comparative information be shared? Such as, benchmarking for inspiration?

           (i)   The goal of this workshop is to work with the community to build criteria with a future focus.

    c)   An alternate format could be:

        1)   Lead with clearing up misinformation at the beginning of the presentation

        2)   Show comparative info

        3)   Have exercise

        4)   Invite to participants to go on tours

        5)   Gather raw reaction to tour

    d)   Acknowledge preferences for different styles of input– visual, manipulative, etc

    e)   Like showing other city halls as examples

    f)   Share information about land use – amount of on grade parking, etc

    g)   Encourage future thinking, consider possibilities

    h)   Format options:

        1)   Keep what has been presented

        2)   Flip the format so the tour is at the end rather than the beginning

    i)   Consider that there are people who will be floating throughout the science fair format.

    j)   There are three options for people to provide input:

        1)   Facilitated conversation at each station

        2)   Comment cards at each station

        3)   Online input

    k)   Begin by gathering and use a brief presentation to get everyone on same page about collaboration.

    l)   There is a goal and the need is to gather more information to be able to draft a Vision statement.

C.   Approach Discussion

    1.   Structured vs. freeform

        a)   Selected approach to structure format for input while also being freeform by allowing people to choose stations and style of input

D.   Opening Introduction

    1.   Who should do the welcome and introduction? Kent or the Mayor?

    2.   ACTION: Kent to coordinate who will do the introduction.

E.   Pair & Share

F.   Topic Stations

    1.   History? Previous Sunnyvale City Halls showing each improvement.

    2.   Services as a station?

    3.   Content

        a)   Can be best in class, benchmarking

    4.   Could Vision and Success Criteria be pulled into the three other stations?

        a)   It could be helpful to add a Vision and Success Criteria discussion at each station, but there should also be a holistic big picture Vision and Success criteria discussion as well.

    5.   Doing a key words exercise can be helpful.

        a)   Pick top three words to identify Sunnyvale for example. It could be an interesting exercise using Post-It notes.

    6.   Have facilitated and non-facilitated stations.

    7.   Sunnyvale Civic Center history could be a non-facilitated station. The information gathered through outreach thus far has been just a toe in the water. It has given guidance about what questions to ask the community.

G.   Further dialogue

    1.   Cultural identity – what does that mean?

        a)   sharing of cultural, events

    2.   Move toward identifying community identity – past, present, future?

    3.   Create a station for this activity

H.   Community members do not want to be lectured or take turns

     I.   There is a balance of workshop structures to consider. If it is too structured and people don't feel like they have the freedom to speak it can be frustrating, however if it is less structured it can get out of hand. This format will seek to provide structure and organization, but allow options and choice of how the community interacts.

     J.   The workshop will close by sharing key findings and public comment.

     K.   Consider putting more time back into the exercises rather than tour.

     L.   There is a balance of how much can be accomplished with the time allotted.

     M.   Tours
         1.   Tours will speak to facts
         2.   Show One stop permit and highlight current services
         3.   Tours can be optional
         4.   Offer one round of tours and provide the opportunity to comment for 72 hours afterwards.

     N.   One idea would be to have laptops available at the workshop to allow people to people to comment using the email address.

     O.   Could provide a project card with contact information and website

     P.   It could be an option to provide a fifth station that is just for tours.
         1.   Library can do quick 15 min tours
         2.   If there are a lot of people the library tour could be a station.
         3.   Will develop Plan B to deal with a large crowd

IV.   Discuss Meeting Schedule
         1.   Core Team Meeting #5
            a)   Tuesday, June 2nd 4:00 - 5:30 pm - SELECTED
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V.   Conclusion
     A.   Next Steps
         1.   Core Team Meeting #3 – Wed. April 22, 4:00 - 5:30 pm, West Conf. Room
         2.   Core Team Meeting #4 – Mon. May 4, 4:00 - 5:30 pm, West Conf. Room
     B.   Action Items
     C.   Feedback

The above minutes reflect ABA's understanding of issues and assignments discussed at the meeting. Unless ABA is notified in writing of any discrepancies, the minutes will be considered an accurate record of the issues and assignments. Minutes produced from this meeting will be distributed for review and comment. If no written comments are received, the minutes will stand as the record of the conversations and directions given at the meeting.